

Request No. 414652T

Name RODRIQUEZ ,CARLOS MR.

Business Name

Consumer Information

Name: CARLOS J RODRIQUEZ

Business Name:

Svc Address: 114 BARCELONA DRIVE

County: Palm Beach Phone: (561)-798-4454

City/Zip: ROYAL PALM BEACH / 33411-

Account Number: 561-798-4454

Caller's Name: CARLOS J RODRIQUEZ

Mailing Address: 114 BARCELONA DRIVE

City/Zip: ROYAL PALM BEACH ,FL 33411-

Can Be Reached: (561)-798-5701

E-Tracking Number: 0001522

Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: TL720

Company: BELL SOUTH TELECOMMUNICATIONS,

Attn. John Merlino414652T

Response Needed From Company? Y

Date Due: 11/20/2001

Fax:

R

Interim Report Received: 11/30/2001

Reply Received: 11/06/2001

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: NOELIA SANTIAGO

Entered By: PD

Date: 10/29/2001

Time: 08:57

Via: E-FORM

Prelim Type: OTHER

PO: GOV. JEB BUSH

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: NJS

Date: 01/29/2002

Closeout Type: IS-27

Apparent Rule Violation: N

Please review the "incorporated" internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"TRACKING NUMBER - 0001522 October 28, 2001

CUSTOMER INFORMATION

Account Number: 561-798-4454

Business Account Name:

Name: Carlos J Rodriguez

Address: 114 Barcelona Drive

City: Royal Palm Beach

State: FL

Request No. 414652T

Name RODRIQUEZ ,CARLOS MR.

Business Name

PAGE NO: 1

Zip: 33411
County: Palm Beach
Evening Phone: (561) 798-4454 ext.
Daytime Phone: (561) 798-5701 ext.
E-mail: cool4you@bellsouth.net
Contact By: E-Mail

SERVICE ADDRESS

Business Account Name:
Name: Carlos J Rodriguez
Address: 114 Barcelona Drive
City: Royal Palm Beach
Zip: 33411
County: Palm Beach
Evening Phone: (561) 798-4454 ext.
Daytime Phone: (561) 798-5701 ext.
E-mail: cool4you@bellsouth.net

COMPLAINT INFORMATION

Utility Name: BellSouth Telecommunications, Inc / Local Service Provider
Utility Type: Telecommunications

Did customer previously contact the utility?: No
If Yes, the customer spoke with:
Date the customer contacted utility:

Did customer previously contact the PSC?: No
If Yes, the customer spoke with:
Date the customer contacted PSC:

PROBLEM INFORMATION

Problem Type: Other Complaints
Comments: My service telephone number is 561-798-4454. On 10/10/01, I changed my local telephone service from Bellsouth to Supratelecom. As of this date, 10/28/01, Bellsouth has not transferred my telephone number to Supratelecom and it appears that is giving Supratelecom a hard time. As a citizen, I do have the right

Request No	414652T	Name	RODRIQUEZ ,CARLOS MR.	Business Name	
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to chose any telephone company I wish without the telephone company refusal. I want the FLPSC to investigate why Bellsouth is refusing to transfer my telephone number to Supratelecom, violating my Constitutional rights."

Customer states that he has made previous contact with the company to discuss the issues outlined in the customer's "incorporated" correspondence. Please investigate this matter, contact the customer, and provide me with a detailed written report by the due date above.

Please send all fax and e-mail responses to:

CAF FAX: 850/413-7168

CAF E-mail: pscreply@psc.state.fl.us

Case taken by pduck

10/29/2001: THE LOCAL COMPANY BST WAS CONTACTED AROUND 9:30 AM REGARDING THIS CUSTOMER'S CONCERN. ACCORDING TO THE BST REPRESENTATIVE A BALANCE FOR THE AMOUNT OF \$249.64 WAS DUE TO BST. THE FINAL REPORT WILL BE PROVIDED BY 11/20/2001. NJS.

10/29/2001: ICALLED THE CUSTOMER AT HIS CAN BE REACH NUMBER. I LEFT A MESSAGE FOR THE CUSTOMER TO CALL ME BACK AT 850-413-6113 OR I WILL CALL HIM BACK LATER DURING THE DAY.

NOTE: WHEN REPORT IS RECEIVED PLEASE FORWARD A COPY OF THIS REPORT TO CARMEN PENA AND CC. NOELIA SANTIAGO PER COMMISSIONER'S BAEZ OFFICE REQUEST. NJS.

11/5/2001 Customer sent the following e-mail: "Mrs. Duck: it appears that Bellsouth is trying to play hard ball and acting as the GESTAPO used to do. I changed telephone companies but kept Bellsouth DSL Internet connection. Bellsouth is saying now that for me to keep their Internet connection I have to either changed the phone number back to them or pay it with a credit card. I do know that they can set the account as a "miscellaneous account" and I can keep the same telephone number. It appears that because they have the financial power to do whatever they do, they can intimidate the customers. It is time for smeone at the State level to stand against Bellsouth tactics. If not, the residents of this State will suffer.

CJR" pduck

11/5/2001: THE COMPANY WAS CONTACTED AND I SPOKE TO M. WELLING AND SHE STATED TO ME THAT WHEN A CUSTOMER CHANGE SERVICES TO ANOTHER CARRIER BST CAN NOT PROVIDE SERVICE FOR DSL. NJS

11/06/2001 Report received via email. AHashisho

Request No. 414652T	Name RODRIQUEZ ,CARLOS MR.	Business Name
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11/7/2001 Customer sent the following e-mail: "Please change my e-mail address to: cjr48@hotmail.com since bellsouth wants to cancel my dsl connection." pduck

11/30/2001 Interim Report received via email. Another report will be provided by January 15, 2002. AHashisho

12/4/2001 Case reassigned to R.Roland.P.Lowery

12/06/2001: The company's 12/4/01 response indicates that it advised the customer that he can keep the FastAccess ADSL service if he billed the service to a credit card. Mr. Rodriquez declined this offer. Company is trying to set up the ADSL service as a "miscellaneous" account but has run into "procedural difficulties. The company advised customer of this problem on 11/29/01. Company will provide further response by 1/15/02. RRoland

12/20/2001: THE CUSTOMER WAS CONTACTED AT HER WORK NUMBER AND HE WAS GOING TO BE OUT OF THE OFFICE UNTIL JANUARY 3,2002. I THEN CONTACTED HIS RESIDENCIAL NUMBER BUT THE CUSTOMER WAS NOT AT HOME. I LEFT A VOICE MAIL MESSAGE TO THE CUSTOMER FOR HIM TO CALL ME BACK. NJS

On 11/06/01 Ms. Valerie Cooksey contacted Mr. Rodriquez who stated that he switched his local phone provider to Supra Telecom but wanted to keep his FastAccess service with BellSouth. He stated that the billing department advised that his ADSL service would be dropped because he changed to another provider unless he billed the service to a credit card. He stated that now BellSouth advised that he could set up a miscellaneous account for FastAccess billing only. Ms. Cooksey advised the customer that she would research his options and call him back.

On 11/9/01 Valerie followed up with the customer and advised that we would see about setting up a miscellaneous account in order to bill FastAccess. The customer stated that his ADSL was disconnected on 11/9. Valerie advised the customer that she would be happy to bill to his credit card temporarily until his miscellaneous account could be established. Mr. Rodriquez refused the offer and stated that he did not want to use his credit card account. The customer also stated that he was not sure that he wanted to continue FastAccess.

On 11/15/01 Valerie received a call from Mr. Rodriquez who stated that he would like to continue FastAccess.

On 11/26/01 Valerie followed up with Mr. Rodriquez and advised that she was still working to get his account set up.

On 11/29/01 Valerie followed up with Mr. Rodriquez and advised that she had not yet established his account due to pending procedural difficulties, but the matter had been escalated and she would get back with him.

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1/8/2002: THE CUSTOMER WAS CONTACTED AND HE WAS INFORMED THAT THE COMPANY PROVIDED A SUPPLEMENTAL REPORT STATING THAT A FINAL REPORT WILL BE PROVIDED ON BY JANUARY 15,2002. THE CUSTOMER WAS SATISFIED WITH THE EXPLANATION GIVEN. HE WAS ADVISED THAT AS SOON AS THE REPORT IS RECEIVED I WILL BE CONTACTING HIM. NJS

01/17/2002 Report received via email. AHashisho

1/17/2002: REPORT REVIEWED: ACCORDING TO THE COMPANY'S REPORT ON 1/16/2002 MR. JOE BAKER , MANAGER BELLSOUTH NET SENT A LETTER A LETTER TO THE CUSTOMER ADVISING THAT THE MATTER OF THE MISCELLANEOUS ACCOUNT WAS ESCALATED AND REVIEWED. IT WAS DETERMINED THAT BST.NET WOULD NO LONGER OFFER MICELLANEOUS ACCOUNTS FOR CUSTOMER'S TO BILL THEIR ADSL SERVICE. ALSO THE CUSTOMER WAS ADVISED THAT HE COULD BILL ADSL SERVICE TO HIS CREDIT CARD, WHICH THE CUSTOMER REFUSED. THE CUSTOMER WAS CONTACTED AROUND 2:45 PM AND HE WAS EXPLAINED THAT THIS IS A NON JURISDICTIONAL MATTER FOR THE PSC AND THERE IS NO RULES THAT REGULATE THIS SERVICE .

1/30/2002: A CLOSURE LETTER WILL BE FORWARD TO THE CUSTOMER BY MAIL.

THIS INQUIRY IS CLOSED.

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Request No. 414652T Name RODRIQUEZ ,CARLOS MR. Business Name

STATE OF FLORIDA

Commissioners:

LILA A. JABER, CHAIRMAN
J. TERRY DEASON
BRAULIO L. BAEZ
MICHAEL A. PALECKI
RUDOLPH "RUDY" BRADLEY



DIVISION OF CONSUMER AFFAIRS
BEVERLEE DEMELLO
DIRECTOR
(850) 413-6100
TOLL FREE 1-800-342-3552

Public Service Commission

January 31, 2002

ORIGINAL

Mr. Carlos J. Rodriguez
114 Barcelona Drive
Royal Palm Beach, FL 3341

RE: FPSC Inquiry #414652T

Dear Mr. Rodriguez:

This is in response to your complaint concerning BellSouth Telecommunications, Inc.

It is my understanding that a utility representative contacted you to discuss your concerns. My initial determination, based on the information provided by you and the utility, is that the company has not violated its tariffs or this Commission's rules and regulations in the handling of your concerns.

I wish that every complaint filed with the Commission could be resolved to the complete satisfaction of the customer, but that is not always possible. If you wish to discuss this or have any questions, please contact me toll free at 1-800-342-3552, by toll free fax at 1-800-511-0809, or by e-mail at nsantiago@psc.state.fl.us.

Sincerely,

A handwritten signature in black ink, appearing to read "N. Santiago".

Noelia J. Santiago
Regulatory Specialist II
Division of Consumer Affairs

NJS:ewe

Noelia Santiago

From: Angie Hashisho
Sent: Tuesday, January 29, 2002 11:51 AM
To: Noelia Santiago
Subject: FW: 414652T RODRIGUEZ

-----Original Message-----

From: Godsil, Patricia A [mailto:Patricia.Godsil@bellsouth.com]
Sent: Thursday, January 17, 2002 9:10 AM
To: Pscreply (E-mail)
Subject: 414652T RODRIGUEZ

~~1-17-02~~

Ms. Godsil
BellSouth

Rodriguez

NO 414652T

is in final response to our interim dated 11-30-01.

On 1-16-02 Mr. Joe Barker, Manager-BellSouth.net sent a letter to the customer advising that the matter of the miscellaneous account was escalated and reviewed. It was determined that BellSouth.net would no longer offer miscellaneous accounts for customers to bill their ADSL service. He did advise however, that the customer could bill ADSL service to his credit card, which the customer refused.

Valerie Cooksey

Randy Roland

From: Angie Hashisho
Sent: Tuesday, December 04, 2001 11:48 AM
To: Randy Roland
Subject: FW: 414652T RODRIGUEZ

-----Original Message-----

From: Godsil, Patricia A [mailto:Patricia.Godsil@bellsouth.com]
Sent: Friday, November 30, 2001 11:51 AM
To: Pscreply (E-mail)
Subject: 414652T RODRIGUEZ

11-30-01

FROM: Ms. Godsil
BellSouth

RE Rodriguez

CASE NO. 414652T

This is further in response to our interim dated 11-5-01

On 11/06/01 Ms. Valerie Cooksey contacted Mr. Rodriguez who stated that he switched his local phone provider to Supra Telecom but wanted to keep his FastAccess service with BellSouth. He stated that the billing department advised that his ADSL service would be dropped because he changed to another provider unless he billed the service to a credit card. He stated that now BellSouth advised that he could set up a miscellaneous account for FastAccess billing only. Ms. Cooksey advised the customer that she would research his options and call him back.

On 11/9/01 Valerie followed up with the customer and advised that we would see about setting up a miscellaneous account in order to bill FastAccess. The customer stated that his ADSL was disconnected on 11/9. Valerie advised the customer that she would be happy to bill to his credit card temporarily until his miscellaneous account could be established. Mr. Rodriguez refused the offer and stated that he did not want to use his credit card account. The customer also stated that he was not sure that he wanted to continue FastAccess.

On 11/15/01 Valerie received a call from Mr Rodriguez who stated that he would like to continue FastAccess.

On 11/26/01 Valerie followed up with Mr Rodriguez and advised that she was still working to get his account set up.

On 11/29/01 Valerie followed up with Mr. Rodriguez and advised that she had not yet established his account due to pending procedural difficulties, but the matter had been escalated and she would get back with him.

A further response will be provided by 1-15

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Randy Roland

To: cool4you@bellsouth.net
Subject: BellSouth

ORIGINAL

Mr. Carlos J. Rodriguez
cool4you@bellsouth.net

Re: PSC Inquiry 417945T - BellSouth
417949T - Supra Telecommunications

Dear Mr Rodriguez

The Governor's Office has forwarded a copy of your e-mail regarding your phone service to the Florida Public Service Commission (PSC). We appreciate the opportunity to assist you.

We have filed an inquiry with both companies, but we will probably need additional information before we can proceed with the inquiry. By return e-mail, please provide me with the following information:

- (1 Your BellSouth account number/phone number
- (2) Daytime contact number
- (3 Service address
- (4 Mailing address if different from service address

If you have any questions, you may reach me at rroland@psc.state.fl.us or by calling 1-800-342-3552.

Sincerely,

Randy Roland
Regulatory Specialist
Division of Consumer Affairs
Florida Public Service Commission

Randy Roland

From: Pamela Duck
Sent: Wednesday, November 07, 2001 3:03 PM
To: Randy Roland
Cc: Ruth McHargue
Subject: FW: Bellsouth Telephone Company

Special handling

-----Original Message-----

From: Florida Governor [mailto:jeb.bush@myflorida.com]
Sent: Wednesday, November 07, 2001 11:28 AM
To: 'carlos'
Subject: RE: Bellsouth Telephone Company

Thank you for your e-mail to Governor Bush. The Governor is sorry to learn of your problem and has asked me to respond.

Your best source of assistance is the Public Service Commission (PSC), and am forwarding your e-mail to them for review. Within the Public Service Commission, there is a division of consumer affairs, which I believe can assist you.

I hope this matter can be resolved. If the Governor can assist you with any other concern, please let him know.

Sincerely,
Katherine Black
Office of Citizens' Services

cc/enc: Ms. Bev DeMello, Director
Division of Consumer Affairs
Public Service Commission
2540 Schumard Oak Boulevard
Tallahassee, Florida 32399-0850
1-800-342-3552

-----Original Message-----

From: carlos [mailto:cool4you@bellsouth.net]
Sent: Wednesday, October 24, 2001 7:57 PM
To: jeb@myflorida.com
Subject: Bellsouth Telephone Company

I have been a Bellsouth customer for 6 years, however, I had to say that they are not providing the services that the customers expect. Now comes Supratelecom, that is willing to provide services the same as Bellsouth but with reduced rates. However, Bellsouth is fighting Supratelecom with the Florida Public Service Commission, and if the people of the State do not say something about having another telephone company that can compete with Bellsouth, the residents will lose. I changed to Supratelecom and Bellsouth is refusing to transfer my telephone number to Supratelecom, in clear violation of my rights and constitutional rights of selecting another telephone company. I cannot complaint with the FLPSA because they will not do anything about it. What they do is

ORIGIN

write to Bellsouth than in turn will write to me or use the telephone to change my mind. Therefore, maybe you as the Governor, can intercede with the FLPSC so they can order Bellsouth to stop its action of refusal. In addition, Bellsouth is charging 1.5% for unpaid balance on every bill. Supratelecom does not. Thanks for reading this and hopefully you can do something about the Bellsouth's abuse.

Respectfully,

Carlos J. Rodriguez

ORIGINAL

STATE OF FLORIDA

Commissioners:
E. LEON JACOBS, JR., CHAIRMAN
J. TERRY DEASON
LILA A. JABER
BRAULIO L. BAEZ
MICHAEL A. PALECKI



DIVISION OF CONSUMER AFFAIRS
BEVERLEE DEMELLO
DIRECTOR
(850) 413-6100
TOLL FREE 1-800-342-3552

Public Service Commission

FACSIMILE TRANSMITTAL COVER SHEET

RE: Inquiry # 417945

DATE: 11-15-01

TO: *John Merlino*
OFFICE/BUSINESS: *Bellsouth Telecommunication*
FAX NUMBER: *(305)350-9091*

FROM: *DIVISION OF CONSUMER AFFAIRS*

FAX NUMBER: *(850) 413-7168*

TELEPHONE NUMBER: *(850) 413-6100 OR 1-800-342-3552*

COMMENTS: *Fy1*

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: *5*

Pamela Duck

From: contact@psc.state.fl.us
Sent: Sunday, October 28, 2001 8:52 AM
To: contact@psc.state.fl.us
Cc: cgarfiel@psc.state.fl.us; agilliam@psc.state.fl.us
Subject: Other Complaints - 0001522

TRACKING NUMBER - 0001522 October 28, 2001

CUSTOMER INFORMATION

Account Number: 561-798-4454
Business Account Name:
Name: Carlos J Rodriguez
Address: 114 Barcelona Drive
City: Royal Palm Beach
State: FL
Zip: 33411
County: Palm Beach
Evening Phone: (561) 798-4454 ext
Daytime Phone: (561) 798-5701 ext
E-mail: cool4you@bellsouth.net
Contact By: E-Mail

SERVICE ADDRESS

Business Account Name:
Name: Carlos J Rodriguez
Address: 114 Barcelona Drive
City: Royal Palm Beach
Zip: 33411
County: Palm Beach
Evening Phone: (561) 798-4454 ext
Daytime Phone: (561) 798-5701 ext
E-mail: cool4you@bellsouth.net

COMPLAINT INFORMATION

Utility Name: BellSouth Telecommunications, Inc. Local Service Provider
Utility Type: Telecommunications

Did customer previously contact the utility? No
If Yes, the customer spoke with:
Date the customer contacted utility:

Did customer previously contact the PSC?: No
If Yes, the customer spoke with:
Date the customer contacted PSC:

PROBLEM INFORMATION

Problem Type: Other Complaints
Comments: My service telephone number is 561-798-4454. On 10/10/01, I changed my local telephone service from Bellsouth to Supratelecom. As of this date, 10/28/01, Bellsouth has not transferred my telephone number to Supratelecom and it appears that is giving Supratelecom a hard time. As a citizen, I do have the right to chose any telephone company I wish without the telephone company refusal. I want the FLPSC to investigate why Bellsouth is refusing to transfer my telephone number to Supratelecom, violating my Constitutional rights.

Pamela Duck

From: carlos [cool4you@bellsouth.net]
Sent: Saturday, November 03, 2001 8:31 AM
To: Pamela Duck
Subject: Re:

Mrs. Duck: it appears that Bellsouth is trying to play hard ball and acting as the GESTAPO used to do. I changed telephone companies but kept Bellsouth DSL Internet connection. Bellsouth is saying now that for me to keep their Internet connection I have to either changed the phone number back to them or pay it with a credit card. I do know that they can set the account as a "miscellaneous account" and I can keep the same telephone number. It appears that because they have the financial power to do whatever they do, they can intimidate the customers. It is time for smeone at the State level to stand against Bellsouth tactics. If not, the residents of this State will suffer.
CJR

Pamela Duck wrote:

CASE NO: 414652T

> Thank you for contacting the Florida Public Service Commission (PSC)
> We will be investigating your inquiry concerning BELLSOUTH
> TELECOMMUNICATIONS, INC..
>
> The PSC appreciates this opportunity to assist you. If you have any
> questions,
> please feel free to contact us toll-free at 1-800-342-3552,
> by fax toll free at 1-800-511-0809 or by e-mail at contact@psc.state.fl.us
> For more information on the Florida Public Service
> Commission, see our Home Page at <http://www.floridapsc.com>.
>
> We will contact you again as soon as our investigation is completed.
>
> Sincerely,
> Leroy A. Rasberry, Chief
> Bureau Of Complaint Resolution

Pamela Duck

From: carlos [cool4you@bellsouth.net]
Sent: Tuesday, November 06, 2001 7:28 PM
To: Pamela Duck
Subject: Re:

Please change my e-mail address to cjr48@hotmail.com since bellsouth wants to cancel my dsl connection.

Pamela Duck wrote:

> CASE NO: 414652T

> Thank you for contacting the Florida Public Service Commission (PSC)
> We will be investigating your inquiry concerning BELLSOUTH
> TELECOMMUNICATIONS, INC..

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> by fax toll free at 1-800-511-0809 or by e-mail at contact@psc.state.fl.us
> For more information on the Florida Public Service
> Commission, see our Home Page at <http://www.floridapsc.com>.

> We will contact you again as soon as our investigation is completed.

> Sincerely,
> Leroy A. Rasberry, Chief
> Bureau Of Complaint Resolution

Angie Hashisho

From: Godsil, Patricia A [Patricia.Godsil@bellsouth.com]
Sent: Thursday, January 17, 2002 9:10 AM
To: Pscreply (E-mail)
Subject: 414652T RODRIGUEZ

ORIGINAL

1-17-02

FROM: Ms. Godsil
BellSouth

RE: Rodriguez

CASE NO. 414652T

This is in final response to our interim dated 11-30-01.

On 1-16-02 Mr. Joe Barker, Manager-BellSouth.net sent a letter to the customer advising that the matter of the miscellaneous account was escalated and reviewed. It was determined that BellSouth.net would no longer offer miscellaneous accounts for customers to bill their ADSL service. He did advise however, that the customer could bill ADSL service to his credit card, which the customer refused.